



BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS

- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI. Administer pension benefit services in a customer oriented and cost effective manner.

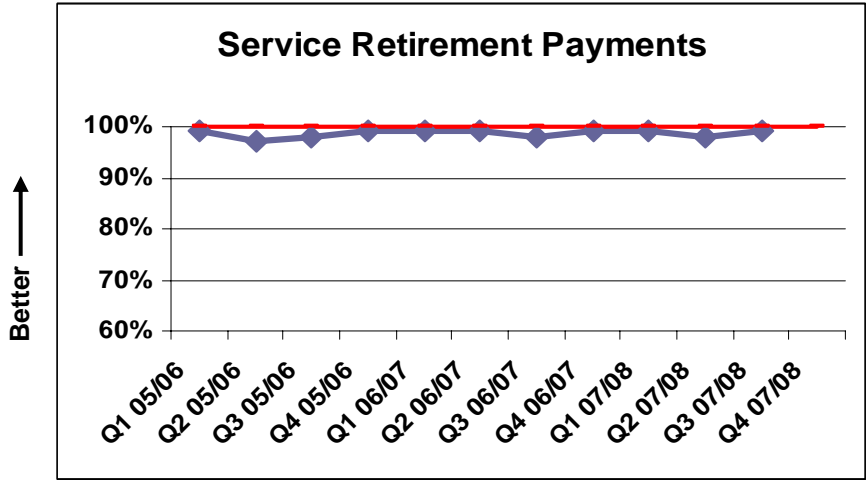
MEASURE:

Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application.

Service Retirement Payments

Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	99%	98%	99%	
2006-07	99%	99%	98%	99%
2005-06	99%	97%	98%	99%



INITIATIVES: Administer retirement benefits efficiently and effectively.

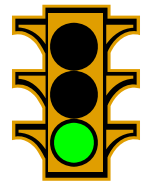
COMMENTS:

- Service retirement payments represent the highest priority workload for this Section and every effort is made to ensure members receive their first payment with no gap from their last employment paycheck.

Initiatives	Milestones
Continually upgrade automation capability	<ul style="list-style-type: none">Provide on-line access for members to apply for service retirement via the Internet.Partner with ITSB to deliver benefits more efficiently.



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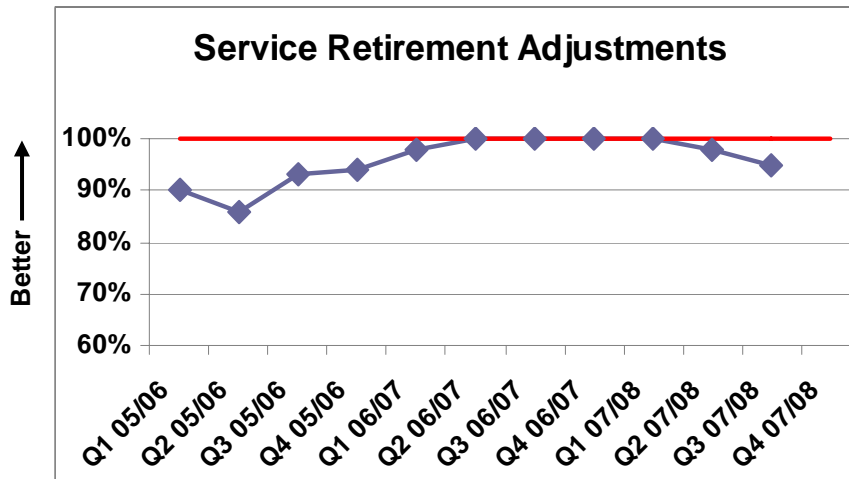
- V.** Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
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MEASURE:

Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date.

Service Retirement Adjustments

Target: 100%



Year	Q1	Q2	Q3	Q4
2007-08	100%	98%	95%	
2006-07	98%	100%	100%	100%
2005-06	90%	86%	93%	94%

INITIATIVES: Administer retirement benefits efficiently and effectively.

COMMENTS:

- Service retirement adjustments are dependent upon final payroll reporting from employers and performance varies accordingly.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently.



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MEASURE:

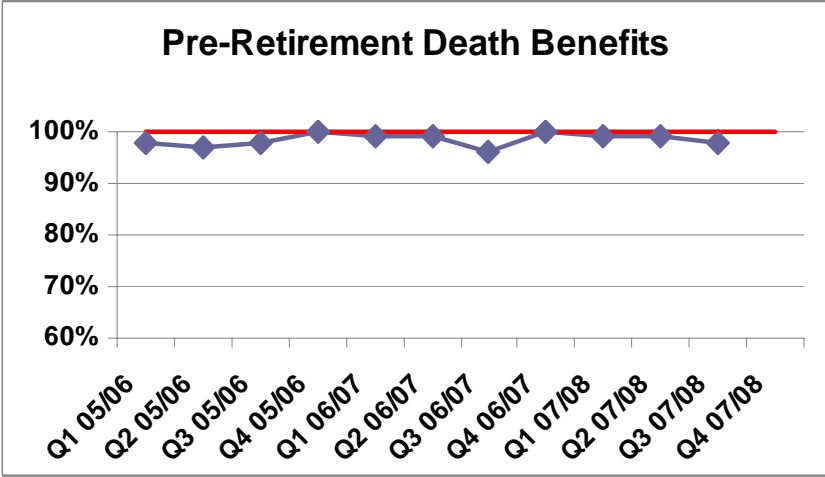
Percentage of death benefit claims paid within 45 days of receipt of last required documentation. (Pre-retirement)

Pre-Retirement Death Benefit Payments

Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	99%	99%	98%	
2006-07	99%	99%	96%	100%
2005-06	98%	97%	98%	100%

Better ↑



INITIATIVES: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently.

COMMENTS:

- Pre-retirement death benefits performance approached the baseline in the third quarter.



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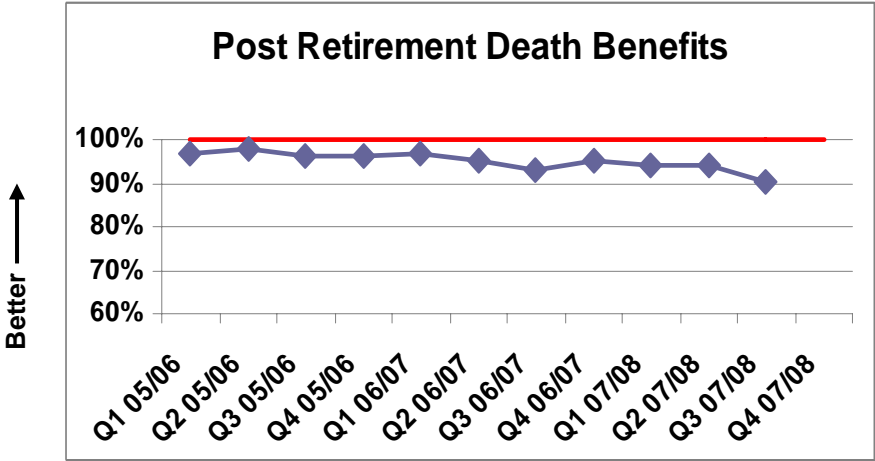
MEASURE:

Percentage of death benefit claims paid within 45 days of receipt of last required documentation. (Post-retirement)

Post-Retirement Death Benefits

Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	94%	94%	90%	
2006-07	97%	95%	93%	95%
2005-06	97%	98%	96%	96%



INITIATIVES: Administer retirement benefits efficiently and effectively.

COMMENTS:

- Several new staff were recently hired and are still in training.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently.



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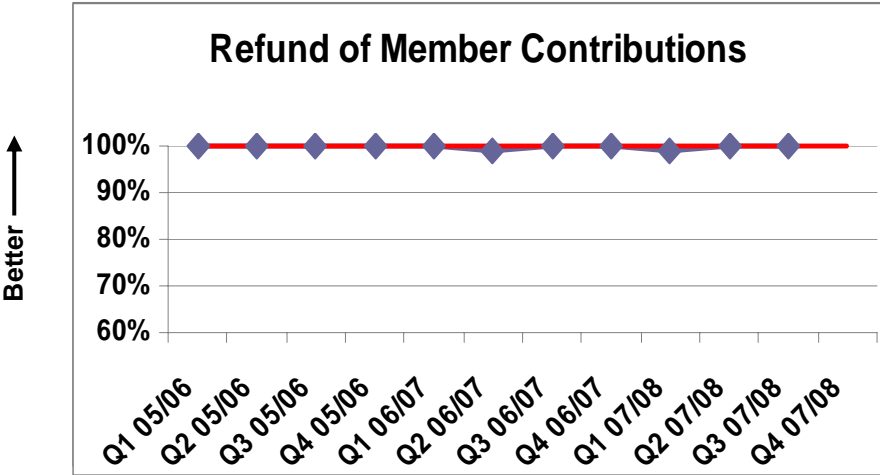
- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
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MEASURE:

Percentage of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form.

Refund Payments

Target: 100%



Year	Q1	Q2	Q3	Q4
2007-08	99%	100%	100%	
2006-07	100%	99%	100%	100%
2005-06	100%	100%	100%	100%

INITIATIVES: Administer retirement benefits efficiently and effectively.

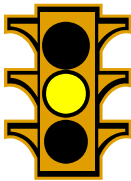
COMMENTS:

- Performance in refunds consistently reaches goal.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently.



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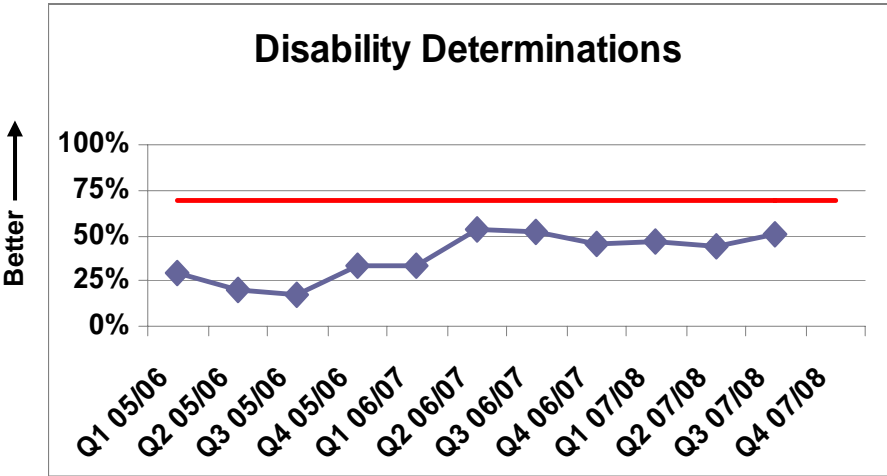
- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
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MEASURE:

Percent of disability determinations made regarding approval or disapproval within 6 months of receipt of a complete application package.

Disability Determinations

Target: 70%



Year	Q1	Q2	Q3	Q4
2007-08	47%	44%	51%	
2006-07	33%	54%	52%	45%
2005-06	30%	20%	17%	33%

COMMENTS:

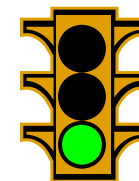
- Dashboard code moved to yellow due to increase in disability determinations made within six months of receipt of complete application packages (incl. job duties, medical information).
- Education outreach to Regional Offices implemented: continued partnership with Regional Offices on education to members on providing complete application packages.
- Implemented improved materials and education at Employer Workshops-early survey results show increased awareness and satisfaction by employers.
- Continue communication to members/employers on requirements through publications, employer procedure manuals and newsletters.

INITIATIVES: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Expand and improve education outreach to members and employers.	<ul style="list-style-type: none">• Partner with MBSB, AESB and PAO on education and communication to deliver benefits more efficiently.• By 3/1/08, identify areas for improvement to products.• By 7/1/08, assess improved education to employers.



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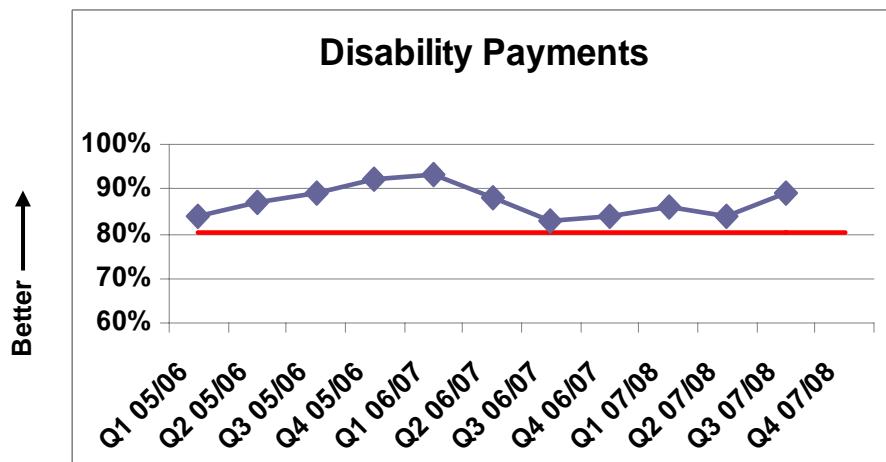
- V.** Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI.** Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of first disability payments made within 30 days of effective date or approval.

Disability Payments

Target: 80%



Year	Q1	Q2	Q3	Q4
2007-08	86%	84%	89%	
2006-07	93%	88%	83%	84%
2005-06	84%	87%	89%	92%

INITIATIVES: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently.

COMMENTS:

- Performance consistently exceeds the goal for disability retirement payments. We are in a position to elevate the goal to 85% of first disability payments made within 30 days of effective date or approval.